

## Part 2: STAFF VULNERABILITY

We recognise that providing a domiciliary care service to clients in their own homes brings with it a certain measure of risk for our care workers. Our care workers usually work alone with the client, often during “unsociable” hours, and are therefore vulnerable to certain risks. This part looks at what these risks are and what measures we have put into place to minimise them to an acceptable level.

### 2.1 HANDLING ABUSE, AGGRESSION HARASSMENT & ACTUAL VIOLENCE

Care Staff can be especially vulnerable to abuse or aggression from confused or disturbed clients, and sometimes third parties such as their family or friends should they be at the client’s home when you call. Unfortunately, this sometimes extends to actual violence. We recognise the stressful implications that this can have on staff and the effect it can have on the continuing ability to do their jobs effectively. We have drawn up a Policy on the effective and sympathetic handling of such incidences, which starts with trying to identify and de-fuse a potential “flashpoint” situation before it gets out of hand.



You must ALWAYS report an incidence of abuse, harassment, aggression or actual violence from a client or third party to your immediate manager or supervisor for appropriate action, and ensure that each incident is recorded in the Incident Log. Where necessary we will “double up” staff for high-risk clients and in extreme circumstances we reserve the right to withdraw the care service altogether from a hazardous or dangerous environment (see section 4.4).

### 2.2 USE OF RESTRAINT



As a domiciliary care Agency we recognise the right of the individual client to live the lifestyle of his / her choosing, where it is felt that the client is safely able to do so and with due regard to his / her right to take risks. However, there may be occasions where the client’s lifestyle can pose a serious risk of harm to themselves or others. In extreme cases it may be necessary to employ a measure of restraint of the client where there is a real risk of serious harm to himself / herself, or to a third party, including our care staff.

Restraint will only be used where other methods of management have failed. We recognise the implications of the client’s rights here. Before using restraint the client’s condition will be discussed with the client’s advocate / family members / representative, including if necessary the client’s GP. There is a documented Policy on the use of restraint and you will receive specialist training on this specific aspect of care. This Policy sets out the circumstances under which restraint could be used, and the methods of restraint that are acceptable to ensure the safety of the client.